2006 Civil Works Programs Customer Survey

Array of Item Means[1] for Tier I Organizations

MVM Mean Scores Highlighted

Index	Attitude	Services	Staff	Timeliness	Cost	Commun	Overall
4.53	4.67	4.60	4.79	4.50	4.33	4.56	4.60
4.51	4.58	4.55	4.67	4.30	4.29	4.55	4.56
4.50	4.56		4.59	4.25	4.23	4.51	4.53
4.45	4.53	4.53		4.22			4.44
4.42	4.52	4.46	4.57	4.21	4.18	4.49	4.43
4.39		4.45	4.55	4.00	4.15	4.44	4.41
4.35	4.51	4.40	4.54		4.09	4.43	4.37
4.34	4.40	4.37	4.53	3.98	4.08	4.40	
4.30	4.38	4.35	4.46	3.97	4.06	4.31	4.27
4.27	4.37	4.34	4.45	3.94	4.00	4.29	4.26
4.22	4.32	4.32	4.39	3.91	3.98	4.28	4.24
4.20	4.27	4.29	4.33	3.85	3.85	4.26	4.17
4.19	4.26	4.18		3.82	3.84	4.22	4.16
4.13	4.24	4.15	4.31	3.75	3.77		4.15
4.06	4.23	4.14	4.29	3.68	3.71	4.18	4.03
4.03	4.22	4.10	4.27	3.63	3.66	4.17	3.99
	4.19	4.07	4.25	3.60	3.65	4.15	
4.00	4.15	4.05	4.19	3.58	3.57	4.10	3.92
3.97	4.09	4.00	4.17	3.57	3.37	3.99	3.90
3.85	3.91	3.73	4.14	3.50	3.17	3.80	3.78
2.79	2.90	3.00	3.08	2.63	2.25	3.31	2.25
MVM Rank	4	7	2.5	3.5	4	3.5	3.5	5
Tier I Avg	4.19	4.31	4.24	4.38	3.86	3.86	4.26	4.17

2006 Customer Satisfaction Survey

Question	Memphis	Vicksburg	St. Paul	Rock Island	New Orleans	St. Louis	MVD
Corps commitment to ensuring customer satisfaction	4.46	**4.73**	4.44	4.27	4.29	4.60	4.44
Listening to my needs	4.48	**4.73**	4.63	4.55	4.25	4.50	4.50
Reliability to follow-through on commitments	4.58	**4.64**	4.48	4.18	4.29	4.50	4.45
Treating me as an important member of the team	**4.68**	4.64	4.67	4.64	4.33	4.40	4.56
Displaying flexibility in responding to my needs	4.40	**4.64**	4.56	4.30	4.00	4.60	4.38
Delivering quality products/services	**4.59**	4.55	4.35	4.27	4.00	4.40	4.34
Incorporating my requirements into the Corps' products/services*	**4.50**	**4.50**	4.44	4.36	4.13	**4.50**	4.39
Responsiveness of Corps staff	4.68	4.73	**4.74**	4.36	4.30	4.70	4.59
Technical competency of Corps staff	4.67	**4.91**	4.63	4.45	4.63	4.60	4.64
Managing projects and programs effectively	4.46	**4.73**	4.40	4.18	4.25	4.40	4.39
Resolving issues in a timely manner	4.29	3.90	4.15	**4.40**	3.75	4.30	4.10
Meeting our schedules	4.16	3.73	3.65	3.70	3.75	**4.30**	3.87
Quality of financial information I receive	4.35	**4.50**	4.24	4.30	4.00	4.38	4.26

Question	Memphis	Vicksburg	St. Paul	Rock Island	New Orleans	St. Louis	MVD
Cost of Corps products/services	3.95	**4.20**	3.77	3.00	3.74	3.67	3.76
Sensitivity to my budget constraints	**4.40**	4.27	3.96	3.90	3.63	4.22	4.05
Always keeping me well informed	**4.56**	4.55	4.48	4.18	4.25	4.50	4.43
Notifying me in a timely manner if a problem occurs	**4.67**	4.64	4.41	4.36	4.13	4.56	4.43
Quality of Corps publications	4.40	**4.44**	4.35	4.30	4.00	4.30	4.28
Clarity and conciseness of Corps correspondence	4.44	**4.55**	4.46	4.27	4.25	4.40	4.39
Seeking my opinion regarding the products/services I receive	4.50	4.38	4.38	4.36	4.17	**4.60**	4.38
Meeting my service expectations	4.35	4.10	4.19	4.27	4.00	**4.40**	4.20
My overall satisfaction with the Corps	4.52	**4.64**	4.32	4.27	4.14	4.50	4.37
I would recommend the Corps	4.50	**4.73**	4.31	4.18	4.25	4.40	4.38
Corps would be my choice for future products/services	4.42	**4.73**	4.13	4.09	4.22	4.30	4.29
Number of scores exceeding other Districts' scores*	**6**	**14**	**1**	**1**	**0**	**4**	N/A

* One tie score